



July 2002

FrontLine Employee

Wellness, Productivity, & You!

Call EAS: Olympia (360) 753-3260 Seattle (206) 281-6315 Spokane (509) 482-3686

Web: <http://hr.dop.wa.gov/eas.html>

Helping Someone Who Doesn't Want Help

An intervention is a planned, rehearsed, and supportive meeting with a person who has a serious personal problem needing treatment. The meeting of close friends or family members is designed to motivate the person to accept effective help without delay. Interventions interrupt denial. They avoid focusing on blame. Instead, they focus on the problem or illness and on the person taking responsibility for accepting help. Interventions became popular in the mid-1970s as a way to help alcoholics accept treatment. Interventions are now used for many other types of behavioral/medical problems, including eating disorders, gambling, and drug addiction. Your EAS professional can help you look at opportunities using your chosen health care options.



Depression Don't Rule Out Therapy

Along with medication, don't rule out psychotherapy for depression. Psychotherapy can boost the results from medication and help prevent relapse. It can also help you identify negative or distorted thinking patterns that contribute to feelings of hopelessness and helplessness that accompany depression. Interpersonal and situational causes of depression may also be identified if they exist and new goals to enhance emotional well-being can also be developed. EAS can help you find a therapist who's right for you.



REBOOTING Your Customer Service



You will have a more cohesive team and a happier workplace if you periodically hit the "re-boot switch" to improve customer service by answering these questions: (1) Who are our customers now and what customers do we want? (2) What do our customers expect from us? (3) What are our customers not getting from us now and what prevents us from giving it to them? (4) What issues with our team prevent us from giving the customers what they want? (5) What new customer service techniques can we use to give our customers a feeling of "Wow!"?

Prevent Workplace Assault



You are at greater risk of being assaulted at work if your job includes contact with the public; exchange of money; delivery of passengers, goods, or services; driving a taxicab or police cruiser; working with unstable or volatile persons in health care, social service, or criminal justice settings; working alone; working late at night or during the early morning hours; working in a high crime area; or guarding valuables. **Three things** can help reduce your risk: (1) Conduct a hazard assessment of your job; (2) Take steps to reduce hazards based upon that assessment; and (3) Actively take part in ongoing planning, training and education to reduce your personal risk.

Should I or Shouldn't I Call EAS?



Seeing professional help for a personal problem is a new experience for many people. It is normal to feel a bit hesitant. You may have other questions that make you hesitant about visiting EAS. Here are some of the most common:

(1) Will it be easy to talk to the EAS professional? (2) Will I feel guilty talking about my problem or conflict when it involves someone else? (3) Will the EAS professional be able to understand my unique concern? (4) Will the EAS professional be judgmental or think I am crazy? (5) Will the EAS professional keep what I say confidential? (6) Will the EAS professional ask me questions that are "too personal?" **EAS professionals** are experienced and trained, and they know that one or more of these questions could be important to you. Our staff also follows a Code of Ethics that helps ensure you will be glad you made the call.

Stress Tips & Bright Ideas

Photocopy

Your Wallet's Contents



Periodically photocopy the contents of your wallet (not money – it's illegal!) and store it in a safe place. If your wallet is lost or stolen, you will have record of everything that is gone. There is a lot of stuff in your wallet. Beyond credit cards you might have receipts, phone numbers, membership cards, insurance information, discount cards, smart cards with cash balances, and items you may never otherwise recall. This is cheap insurance from your local copy shop.

Suicide Prevention Pointers



More people in the United States die each year from suicide than from homicide. It's the eighth leading cause of death. To help prevent suicide, consider these tips: (1) Be supportive when someone expresses suicidal thoughts. Don't show frustration, issue challenges or dares, or dismiss such statements. (2) Express the value of the person's life and its importance to you and to others. (3) Express empathy and concern for a person who mentions thoughts about suicide. If they do not want to talk, you can still acknowledge their pain. Help them make a call to EAS for assistance. It's a first step that can make a huge difference!

Are You A Leader?

Do you recognize yourself in this leadership skills checklist developed by the U.S. Office of Personnel Management, Senior Executive Service?

■ **Vision** The ability to establish a vision that integrates goals, priorities, values, and other factors of the organization. This includes the ability to manage change while maintaining and striving to improve customer service and program performance; to create a work environment that encourages creative thinking; and to maintain focus, intensity, and persistence, even under adversity.

■ **People Skills** The ability to design and implement strategies that maximize employee potential and foster high ethical standards in meeting the organization's vision, mission, and goals.

■ **Results-Driven** The ability to stress accountability and continuous improvement, to make timely and effective decisions, and to produce results through strategic planning and the implementation and evaluation of programs and policies.

■ **Business Acumen** The ability to acquire and administer human, financial, material, and information resources in a manner that instills trust and accomplishes the organization's mission, and to use new technology to enhance decision making.

■ **Build Coalitions/Communication** The ability to explain, advocate, and express facts and ideas in a convincing manner, and negotiate with individuals and groups internally and externally. It also involves the ability to develop an expansive professional network with other organizations, and to identify the internal and external politics that affect the work of the organization.

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